
From: Nassif, Julianne (DPH)
Sent: Thursday, May 10, 2007 9:49 PM
To: bob_maahs@agilent.com; Nassif, Julianne (DPH); Piro, Peter (DPH)
Cc: thomas_nagy@agilent.com
Subject: RE: Agilent 5975 Sequence errors

Bob,
It is fine to replace the version of the software but I also expect to have a new instrument installed. This one has been problematic since installation in September 2006.
Thanks,
Julie Nassif

From: bob_maahs@agilent.com [mailto:bob_maahs@agilent.com]
Sent: Thu 5/10/2007 11:35 AM
To: Nassif, Julianne (DPH); Piro, Peter (DPH)
Cc: thomas_nagy@agilent.com
Subject: Agilent 5975 Sequence errors

Julie & Peter,

I have spoken with my manager and with our escalation team at the factory about the problems with your system. They have reason to believe that the new computer sent to your site was loaded with the wrong version of "EA" software. We would like to have Tom Nagy come out to your site tomorrow morning and install the correct revision. If the sequence errors recur after this re-load, I will order a new 5975C to be delivered and installed at your site. The sequence errors do not occur on all of our installed systems. There is a possibility that replacing the MSD will resolve the problem, but having the correct version of software is necessary whether we replace the MSD or not.

Please let me know if you are not agreeable to this course of action.

Regards,
Bob Maahs
Agilent Technologies
Service Manager
978-681-2445